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Today we'll....

- Discuss what a respectful workplace is and isn't
- Identify your rights and responsibilities as an employee
- What you should do if you feel you've been disrespected
- Discuss how your EAP can help

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Practicing Civility... Promoting Respect

In order to successfully ensure that every professional institution or team has the ability to build and maintain itself as a fully operational entity capable of achieving its potential, it must manage its interpersonal relationships in a positive – civil and respectful – manner.

Your thoughts?

- a. Agree
- b. Disagree
- c. Unsure

Adapted from Star Right: Stay Right by Steve Ventura

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Think for a moment...

If you were to rate the degree to which your workplace and coworkers display respectful behavior, how would you rank them? On a scale from 1-10

1 – Not very civil and respectful
10 – Very civil and respectful

Why did you rank it the way you did?

What could make it better?

Adapted from Start Right... Stay Right by Steve Vertura



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A Respectful Workplace

Is.....

- one in which all employees are treated with fairness, dignity and respect
- accepting of diversity
- conducive to productivity
- free from threatening or hostile behavior
- inclusive



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Activity....

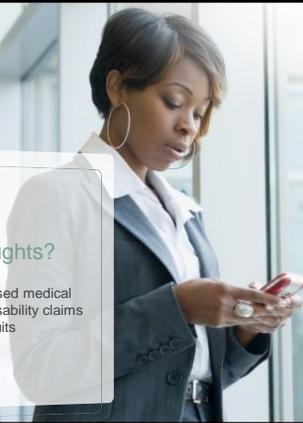
How do you convey respect for your coworkers?

- You acknowledge other's contributions and ideas
- You give credit and recognition where it is due
- All are encouraged to succeed
- Creativity and new ideas are openly invited
- You are truthful and direct
- You let the speaker finish before you begin talking
- Confidences are kept
- You follow through on your commitments
- Humor is appropriately used
- Positive attitudes are common place
- You are approachable and receptive
- You admit and own your mistakes
- There is no gossiping, backstabbing or badmouthing
- Conflict and anger are channeled appropriately
- Problems are solved by being straightforward and direct
- The focus is on issues, not the individual
- All endeavor for a win/win solution

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A Disrespectful Workplace...

Can result in? Your thoughts?

- Unnecessary stress
- Diminished self-esteem
- Poor morale
- Decreased productivity
- Higher turnover
- Conflict
- Increased absences
- Increased medical and disability claims
- Law suits

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Examples of offensive conduct

- offensive jokes
- slurs
- epithets
- name calling
- physical assaults
- threats
- intimidation
- ridicule or mockery
- insults or put-downs
- offensive objects or pictures
- interference with work performance



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Self-Reflection

Do you or your team engage in behaviors that contribute to an atmosphere of disrespect?

- Using obscene, sexual or profane language
- Pounding on the table
- Reprimanding or humiliating employees in front of others
- Not listening
- Breaking a confidence
- Racial slurs
- Frustrations out on others
- Yelling
- Name calling
- Taking credit for someone else's efforts
- Making a threat
- Snide, sarcastic and inappropriate humor
- Interrupting
- Spreading rumors
- Being dishonest
- Failing to follow through on commitments
- Touching others without consent

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All employees are responsible for maintaining a respectful and civil workplace.



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Your Responsibility

- To understand that offensive conduct could come from any person.
- To do something about it:
 - Let your coworker, vendor, or other partner know that you find their behavior offensive and would like it to stop.
 - Tell your manager if you are aware of offensive conduct in your department.
 - If your manager is the offender contact Human Resources to discuss your concerns.



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Model Respect

- Try to understand the other person's point of view
- Accept values and opinions that are different from your own
- Identify your own feelings before you share your concerns with another person
- Avoid blaming, threatening or name-calling - even if you are angry or hurt
- Report abuse, discrimination, or harassment to the appropriate employee



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To avoid offensive behavior

- Think before you act
- Respond rather than react
- Consider how your behavior will be perceived by others
- Practice the golden and platinum rules
- Avoid workplace romantic relationships
- Manage stress
- Be assertive



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Remaining Civil & Composed

Losing control = losing period!

- Self-control is critical in dealing with other people
- Pay attention to the speed and loudness of your speech
- Take your time - When people get excited they tend to talk more quickly and loudly

Take a break

- Watch your reactions!
- Don't be afraid to say, "I need to check something out, I'll get back to you"
- Gather your thoughts before responding



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Manage Conflict

- Conflict is escalated when both parties participate by using "loaded/fighting" words" or confrontational comments.
- Conflict can be minimized when one party stays neutral, carefully using "non provocative" language.
- Avoid "You" words or phrases and replace with "I" statements
 - "You made these mistakes," "You always miss deadlines."
 - "I hear you", "I am sure we can work this out."
- Stay focused on the specific issue that is currently at hand.
 - Avoid trying to solve issues out of your control

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- ID theft recovery
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- Comprehensive website
 - Resources
 - Self assessments
 - Health/wellness library
 - Legal forms

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